REVS PC Software Version 3.1
Installation Instructions

Software Installation

To successfully complete the installation of REVS PC you must have signed the MassHealth Trading Partner Agreement and received your User ID and initial password. That login information is required to operate the software. For more information, please call the REVS Help Desk at (800) 462-7738 or go to http://www.massrevs.eds.com.

REVS PC Software may be installed on your computer's hard disk drive or a computer network. In either case be sure to have the installation performed by someone familiar with software installation routines, such as a trained information technology professional, with Administrator access to each computer on which you require an installation. If you will be installing the software from a CD-ROM disc, please store that CD in a safe place after completion of all installations. In the event the program files are damaged or deleted, your original CD will be needed to re-install the program.

It is important that you backup all information prior to installing the latest version of the software. If you have any questions regarding the installation of REVS PC, please call the REVS Help-Desk at 1-800-462-7738.

Hardware and Software Requirements

• Pentium Processor with Windows NT 4.0/98/2000 SP2/XP	• Minimum of 32 MB of RAM
• CD ROM drive and/or high speed internet access	• Minimum of 40 MB of free disk space on a hard disk drive
• Microsoft Internet Explorer 6.0 or higher and/or Netscape 7.0 or higher with internet connectivity **OR** a modem (preferably 56k) with an available phone line.	

Windows Installation

REVS PC Software may be installed on your computer's hard disk drive from a CD ROM drive or from an image of the CD, downloaded and saved on your computer. If you are **upgrading** from a previous version of REVS PC Software, backup your current REVS PC tables from the main menu of the software. Go to the top menu bar and select *Tools*, *Backup*, then *All*. Your tables will then be automatically backed up in the REVS PC folder. For safety of information, please close all other open applications before beginning the installation.

The following are the steps to be performed for installing the software.

Step 1:	Insert CD ROM or open the saved CD image. If you have downloaded the software from the WebREVS website, double click on REVSpc.exe. This will allow you to unzip the installation files to the *C:\REVSPC31_IMAGE* folder.
Step 2:	Install should automatically start if using a CD. If not, open Windows Explorer and go to your CD ROM drive or the CD image. If you have downloaded the software from the WebREVS website, go to the *C:\REVSPC31_IMAGE* folder. Double click on the file "Setup.exe" to begin the install.
Step 3:	Select the *OK* button on the installation welcome screen.
Step 4:	The program will ask you to enter your REVS PC **serial number**. This number will be located on the CD or may be acquired by calling the REVS Help Desk at (800) 462-7738. Enter the number assigned to your facility and click *OK*. This serial number can be used for installing REVSpc on any PC associated with your facility.

Step 5:	The program will prompt you to click the button to begin installation, click it.
Step 6:	The program will ask you to select a directory for install. The default is *C:\Program Files\REVSpc* and is recommended. <u>If you are upgrading from a previous version of REVS PC, choose the same directory where REVS PC is currently installed!</u>
Step 7:	During the installation process, the program may prompt you with an option to overwrite certain files required for REVS PC to function correctly. Please choose "No to All" to ensure you have the latest copies of these files.
Step 8:	The program will ask where you want to place a shortcut on the Start menu; select your choice.
Step 9:	The program files will be copied.
Step 10:	The program will ask if you want to place an icon on the desktop; select your choice.
Step 11:	The program will ask if you want to view the "Readme" file; select your choice.
Step 12:	Start REVS PC by selecting: *Start*, *Programs*, *REVSpc*, *REVSpc*, or by selecting the icon on the desktop (if you chose to create one).

At this point a new **data source** named REVS3 should be created. If you are upgrading, your database will be converted to REVS3. The old REVS data source will no longer exist.

Depending on your system settings, your data source name (DSN) may not be successfully created. This usually happens if the data source you were pointing to is located in a network folder or is shared between workstations. Follow the instructions below to manually set up an ODBC connection if you receive an "ODBC Connectivity" error when starting REVS PC.

The installation process is now complete. If you are using REVS PC for the first time, the program will open to "Communications Setup". You must set up the communication method to connect to REVS. Please see the Communications Setup section (page 3) for more details on how to best configure your system.

ODBC Connection Setup

1. Open Start, Settings, and then Control Panel.
2. Open the icon labeled ODBC Data Sources (it will be under Administrative Tools in Windows 2000/XP).
3. Select the *System DSN* tab at the top of the screen.
4. Select Add.
5. Highlight Microsoft Access and select finish.
6. Type "REVS3" (omitting the quotes) in all capital letters in the Data Source Name field and click on the select button.
7. Open the C:\Program Files\REVSpc\Database folder.
8. Highlight the database file (.mdb extension) in the left panel and select *OK*.
9. Select *OK* in the next window.
10. Select *OK* in the last window.

Procedures for running REVS PC on a LAN:

First, it is recommended that only one designated person actually update the members in the database and perform the batch inquiries (for data integrity). All other users should be allowed access to view the Inquiry History file to see inquiries performed.

If you are upgrading from an existing version of REVS PC, prior to performing these steps, copy the REVSpc.mdb file from the networked drive to the *C:\Program Files\REVSpc\Database* folder. This will ensure the database changes will be correctly performed by the installation program.

Step 1:	Install REVS PC software on all computers that will be allowed access to the data.
Step 2:	On each of the computers that REVS PC software has been installed, map a network drive to the drive where the REVS PC database will be stored. **REVS PC Software should not be installed on the networked drive.**
Step 3:	Copy the REVS PC database (C:\Program Files\REVSpc\Database\REVSPC.mdb) from one of the computers that REVS PC was installed on to the mapped network drive.
Step 4:	On all computers that need access to the database, point the ODBC data source to the mapped network drive. Please see the section ODBC Connection Setup for information on setting up the ODBC connectivity.
Step 5:	Once this is complete on all computers, REVS PC Software will access the database on the network drive.

Communications Setup

The first time you start REVS PC Software, after installation, the Communications Setup screen will be displayed. It is necessary to configure REVS PC Software to communicate with REVS depending on your access method. There are two methods to setup REVS PC Software to communicate with REVS – Web and Dialup Access using a modem.

To Access REVS using Web Access only

"Web Access" is typically the fastest and easiest method for connecting to REVS. Using the internet via either a constant connection or a modem, you can access REVS with almost no configuration. **It is recommended that Web Access be used as the primary connection option**, if you have internet connectivity. Make sure you have the Communications Setup Screen open by selecting it from the main menu if this is not the first time opening REVS PC.

Step 1:	Enter the "First" access method as "Web Access".
Step 2:	Enter the "Second" access method as "None".
Step 3:	Select the *Test* button at the bottom to be sure a connection is established.
Step 4:	The Status bar at the bottom of the screen should read "First Connection Successful, Second Connection Option not chosen". Select *OK*.
Step 5:	Perform Steps 3 and 4 if the status bar at the bottom of the screen does not say "First Connection Successful, Second Connection Option not chosen".

> **NOTE:**
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> *The Proxy Settings option should only be used if a provider wishes to use a proxy server **different** from the web browser proxy settings. For technical questions regarding accessing REVS PC 3.0 through a proxy server, please contact the REVS Help Desk at (800) 462-7738.*

To Access REVS using Dialup Access (4800+) only

4800+ Dialup Access should only be used as a primary access method for providers who **do not have access to the internet**. Dialup Access (4800+) requires REVS PC Software to connect through Windows "Network and Dial-up Connections". This will require additional steps that may vary depending on your version of Windows. Listed below is one possible way to configure Dialup Access (4800+) in Windows. Please call the REVS Help Desk at (800) 462-7738 for assistance or if the steps below do not match the display on your PC.

Step 1:	Enter the "First" access method as "Dialup Access (4800+)".
Step 2:	Enter the "Second" access method as "None".
Step 3:	To configure your Windows "Network and Dial-up Connections" to access REVS, select *New* from the drop down menu in the "Modem Session" field.
Step 4:	"Network Connection Wizard" will display on the screen. Select "Dial-up to Private Network" and then select *Next.*
Step 5:	Check the modem you wish to use and select *Next.*
Step 6:	Enter the phone number 1-877-746-9775 (if you require a prefix to dial an outside line, you may need to include this as well) and select *Next.*
Step 7:	Select *For all users* and then select *Next.*
Step 8:	Choose a name for your connection (recommended name is REVS PC) and select *Finish*.
Step 9:	Make sure your new connection is selected in the "Modem Session" field.
Step 10:	Select the *Test* button at the bottom to be sure a connection is established.
Step 11:	The Status bar at the bottom of the screen should read "Primary connection successful" within 30 seconds. Select *OK*.
Step 12:	Make sure your modem is properly installed and try the test again, if you did not receive the "Primary connection successful" message.

Instructions to locate COM port

The following table lists the instructions to locate the COM port.

Step 1:	Select the *Start* button, *Settings*, *Control Panel*, and then the *Modem* icon.
Step 2:	Select the Tab labeled "Diagnostics (or equivalent)".
Step 3:	A window will appear displaying a list of all the COM ports and what is connected to each COM port.
Step 4:	Verify which COM port the modem is on and enter that information in the COM port field in the REVS PC Software.

Access Numbers

Enter the access code needed to obtain an outside telephone line; for example: 8 or 9 used before dialing the telephone number. Leave this blank if not required.

To Access REVS with a second backup method

- Enter the primary access method as "Web Access".
- Enter the second access method as the Dialup Access (4800+).
- Follow the instructions to configure your modem and web.
- Click the *Test* button at the bottom to be sure connections can be established.
- If the bottom of the screen reads "primary and secondary connection options test successful" then select *OK*.
- If the test failed, make sure your internet connection is active and your modem is properly installed and try the test again.

Troubleshooting

After testing your connection either by web, dialup, or both unsuccessfully, you will need to make sure you meet the minimum system requirements. If you meet these

requirements and you're sure your internet connection is active and/or your modem is properly installed, then try the following steps.

Web Troubleshooting

Be sure you are using a true Internet Service Provider (ISP). Access to the web is necessary to use REVS PC Software and must be configured through a compatible web browser. Internet content providers such as **AOL**™ may not access the web directly, instead delivering their own proprietary content. You may still be able to use such services. But, in the case of AOL, you may experience the most reliable data transfers by setting your access method set to "Web Access", establishing the AOL connection first, and then minimizing the AOL desktop (click the down or "minus" button in the upper left) before running REVS PC Software.

Firewalls installed at your facility may block access to the secure server that REVS PC v3.0 uses. Have your technical staff contact the REVS Help Desk at (800) 462-7738 if this is the situation and you require assistance.

Dialup Troubleshooting

Providers sometimes confuse modem internet access through an ISP with "Dialup Access". If you use your modem to connect to the internet (e.g., view web pages, check e-mail, etc.) then you may use the "Web Access" connection method. Establish your internet connection to the internet as you normally would and REVS PC Software should work properly if "Web Access" is selected.

If you do not have an ISP and only use your modem to connect to specific applications, then your modem may need to be configured to operate with REVS PC Software. For a 4800+ connection, your "Network and Dial-up Connections" must be properly configured.

Your modem must be connected to a dedicated, analog line. If you only use a digital phone system, you will not be able to dial into REVS.

The most common problem when the message "Could not initialize modem" is received is an incorrect modem command. "&F" is the default modem command and restores the modem to factory settings. While most of the time this is sufficient, in a few cases the modem string must indicate more specific settings depending on the manufacturer. Here are a few commands you can try (note: the "0" below is a zero and not the letter "o"):

- &F0
- %C0\N1
- &K0&M0
- %C0\N0
- &Q0%C0\N1
- &Q0\N0%C0

If you ever have any questions regarding your installation and use of the REVS PC software, please feel free to contact the REVS Help-Desk at 1-800-462-7738.